

IN THE CLAIMS:

In accordance with the Revised Rules under 37 C.F.R. 1.121, please amend the claims as shown below and indicated as “currently amended.”

Claims 1-12 (cancelled).

13. (currently amended) A-In a combination of an agent telephone system and coupled to an automatic call distributor, the transaction processing system automatic call distributor coupled to an external switch, the transaction processing system automatic call distributor configured to couple an incoming telephone call with from the external switch to an agent of the agent telephone system and to route the incoming telephone call over one of a plurality of communication networks coupled between the automatic call distributor and the agent telephone system, the plurality of communication networks utilizing differing communication protocols, the agent telephone system comprising:

- a microprocessor;
- memory operatively coupled to the microprocessor;
- an agent microphone and agent speaker for transmission and reception of audio information, respectively;

- a conversion device configured to operatively couple the agent microphone and the agent speaker to the microprocessor;

- an input switch multiplexer operatively coupled to the microprocessor, the microprocessor configured to control selection of one of a plurality of input lines of the switch multiplexer;

- a plurality of network interfaces ~~disposed within the automatic call distributor~~ coupled to the switch multiplexer and configured to operatively couple a selected one of the plurality of networks from the automatic call distributor to a corresponding input line of the multiplexer so as to permit communication between a caller and ~~the an~~ agent of the agent telephone system through the automatic call distributor over ~~a the~~ selected network; and

wherein after detection of a failure of a first communication network through which the

incoming telephone call is coupled to the agent telephone system, said failure causing disconnection of the incoming telephone call, the microprocessor issues a control signal to the switch multiplexer to route the disconnected incoming telephone call through a second communication network so as to reestablish communication between the caller and the agent, the first and second communication networks utilizing different communication protocol.

14. (original) The agent telephone system according to claim 13 wherein at least one of the plurality of communication networks are selected from the group consisting of an Ethernet network, USB network, H.323 protocol network, SIP network, MGCP network, VoFR network, VoATM network, TDM network, T1 network, PSTN network, BRI network, POTS network, 2G wireless network, 2.5G wireless network, and 3G wireless network.

15. (original) The agent telephone system according to claim 13 wherein the plurality of network interfaces are selected from the group consisting of an Ethernet network interface, USB network interface, H.323 protocol network interface, SIP network interface, MGCP network interface, VoFR network interface, VoATM network interface, TDM network interface, T1 network interface, PSTN network interface, BRI network interface, POTS network interface, 2G wireless network interface, 2.5G wireless network interface, and 3G wireless network interface.

16. (original) The agent telephone system according to claim 13 wherein at least one of the communication networks is a packet-switched based network.

17. (original) The agent telephone system according to claim 13 wherein at least one of the communication networks is a circuit-switched based network.

18. (original) The agent telephone system according to claim 13 wherein the agent telephone system detects the failure of the first communication network by loss of a link status indication.

19. (original) The agent telephone system according to claim 13 wherein the agent telephone

system detects a failure of the first communication networks by loss of a keep-alive indication.

20. (original) The agent telephone system according to claim 13 wherein the first and second communication networks utilize different communication protocol.

21. (currently amended) The agent telephone system according to claim 13 further including a communication network defined by a computer having a sound card therein, the computer operatively coupled between the ~~transaction processing system~~automatic call distributor and an agent telephone, the sound card configured to digitize voice communication.

22. (currently amended) The agent telephone system according to claim 13 further including a communication network defined by a computer having a USB circuit therein, the computer operatively coupled between the ~~transaction processing system~~automatic call distributor and an agent telephone, the USB circuit configured to facilitate transmission and reception of serial data.

23. (currently amended) A method for providing communication paths for an incoming telephone call of an automatic call distributor ~~with an agent of~~ to an agent telephone system, the automatic call distributor coupled to an external switch, the automatic call distributor configured to route the incoming telephone call from the external switch to the agent telephone system over one of a plurality of communication networks coupled between the automatic call distributor and the agent telephone system, each network having a corresponding network interface, the communication networks utilizing differing communication protocols, the method comprising the steps of:

providing the agent telephone system with a microprocessor, and operatively coupling to the microprocessor to a memory;

providing at least one transducer configured to transmit and receive audio information;

operatively coupling the at least one transducer to the microprocessor through a conversion device;

providing a switch multiplexer operatively coupled to the microprocessor, the switch multiplexer having a plurality of input lines;

controlling selection of one of the plurality of input lines of the switch multiplexer; wherein each network interface is configured to operatively couple a selected one of the plurality of networks between the automatic call distributor and a corresponding input line of the multiplexer so as to permit communication between a caller and the agent of the agent telephone system through the automatic call distributor over a selected network; and

detecting a failure of a first communication network through which the incoming telephone call is coupled to the agent telephone, said failure causing disconnection of the incoming telephone call, and thereafter issuing a control signal to the switch multiplexer to route the disconnected incoming telephone call through a second communication network so as to reestablish communication between the caller and the agent, the first and second communication networks utilizing different communication protocol.

24. (original) The method according to claim 23 wherein the plurality of communication networks are selected from the group consisting of an Ethernet network, USB network, H.323 protocol network, SIP network, MGCP network, VoFR network, VoATM network, TDM network, T1 network, PSTN network, BRI network, POTS network, 2G wireless network, 2.5G wireless network, and 3G wireless network.

25. (original) The method 23 wherein the plurality of network interfaces are selected from the group consisting of an Ethernet network interface, USB network interface, H.323 protocol network interface, SIP network interface, MGCP network interface, VoFR network interface, VoATM network interface, TDM network interface, T1 network interface, PSTN network interface, BRI network interface, POTS network interface, 2G wireless network interface, 2.5G wireless network interface, and 3G wireless network interface.

26. (original) The method according to claim 23 wherein at least one of the communication networks is a packet-switched based network.

27. (original) The method according to claim 23 wherein at least one of the communication

networks is a circuit-switched based network.

28. (original) The method according to claim 23 wherein the agent telephone system detects the failure of the first communication network by detecting a loss of a link status indication.

29. (original) The method according to claim 23 wherein the agent telephone system detects the failure of the communication network by detecting a loss of a keep-alive indication.

30. (original) The method according to claim 23 wherein the first and second communication networks utilize different communication protocol.

31. (original) The method according to claim 23 further including a display operatively coupled to the microprocessor.

32. (currently amended) The method according to claim 23 further including a communication network defined by a computer having a sound card therein, the computer operatively coupled between the ~~transaction processing system~~automatic call distributor and an agent telephone, the sound card configured to digitize voice communication.

33. (currently amended) The method according to claim 23 further including a communication network defined by a computer having a USB circuit therein, the computer operatively coupled between the ~~transaction processing system~~automatic call distributor and an agent telephone, the USB circuit configured to facilitate transmission and reception of serial data.

34. (cancelled)